



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending September 30, 2009

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.10	0.13	0.09	0.11
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.06	0.05	0.10	0.07
E. Percent of Service Installations [730.540(a)]	93.57%	94.63%	98.14%	95.89%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	81.69% *	69.46% *	74.80% *	75.51% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	7.24 *	8.68 *	6.52 *	7.48 *
H. Percent Repeat Trouble Reports [730.545(c)]	19.60%	25.37% *	16.56%	21.04% *
I. Percent of Installation Trouble Reports [730.545(f)]	13.20%	12.26%	8.05%	11.16%
J. Missed Repair Appointments [730.545(h)]	172	179	199	183
K. Missed Installation Appointments [730.540(d)]	80	158	180	139

Comments

Will add comments at a later date.



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